Company Name:	Hornitos Telephone Company	U#: <u>1011</u>	Report Year: 2018
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Total Company

			Date filed Date filed			Date filed		Date filed						
	Measurement (Compile r	nonthly, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	•	Total # of business days	14	12	26	18	27	27						
Min. standard = 5 bu		Total # of service orders	5	4	8	5	2	4						
Willi. Staridard = 5 bt	as. days	Avg. # of business days	2.80	3.00	3.25	3.60	13.50	6.75						
		Total # of installation commitments	5	4	8	5	2	4						
Installation Commi	tment	Total # of installation commitment met	8	4	8	5	2	3						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	364		357	356	348	351						——
Customer Trouble	Report	Treatment value of bulliancy records		000		333	0.0	33.						
	T.	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)													
arc		% of trouble reports												<u> </u>
Standard	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
•••	dring w/ 1,001 2,000 iii100)	% of trouble reports												
M i	10% (10 per 100 working lines	Total # of working lines	439	437	432	433	429	423						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	8	47	33	4	9						
	ior dring w/ = 1,000 lines)	% of trouble reports	2.05%	1.83%	10.88%	7.62%	0.93%	2.13%						
		Total # of outage report tickets	6	7	45	25	2	7						
		Total # of repair tickets restored in ≤ 24hrs	5	4	8	11	1	3						
Adjusted		% of repair tickets restored ≤ 24 Hours	83%	57%	18%	44%	50%	43%						
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	92.38		1945.93	928.92	142.77	227.15						
Min. standard = 90%		Avg. outage duration (hh:mm)	15.40		43.24	37.16	71.39	32.45						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	6	7	45	25	2	7						
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	3	2	3	5	0	0						
o. oo. 1100 110p		% of repair tickets restored ≤ 24 Hours	50%	29%	7%	20%	0%	0%						
		Sum of the duration of all outages (hh:mm)	296.98		2690.1	1462.07	262.016	558.27						
		Avg. outage duration (hh:mm)	49.50		59.78		131.01	79.75						
Refunds		Number of customers who received refunds	2	1	330	4	0	2						†
		Monthly amount of refunds	\$ 56.10	\$ 26.55		\$ 108.65		\$ 72.00						
Answer Time (Troub	le Reports, Billing & Non-Billing)	y	Ţ	,		, , , , , , ,	*	, , , , ,						
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
aro agont (w/a ment	a option to rough ave agenty.	%≤60 seconds												

Primary Utility Contact Information

Name: Gail Long Phone: 541-516-8210 Email: gail.long@tdstelecom.com			
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Company Name	:	Hornitos Telephone Compa	ny		U#: 1011			Report Year:			2018			
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center				Reporting Unit Name:				Catheys Valle	y			
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Total # of husings days	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days Total # of service orders	1	3	23	4	0	0					+	
Min. standard = 5 b	ous. days	Avg. # of business days	0.50	3.00	4.60	4.00	#DIV/0!	3.00					 	
		Total # of installation commitments	0.50	3.00	4.00	4.00	#DIV/0:	3.00					 	
Installation Comm	itmont		2	1	5	1	0	4					 	
	% commitment met	Total # of installation commitment met	2	1	5	1	0	1					 	
iviiri. Stariuaru = 95	76 Commitment met	Total # of installation commitment missed	1000/	4000(4000(1000/	1000/	1 0000					 	
		% of commitment met	100%	100%	100%	100%	100%	100%					 	
Customers		Acct # for voice or bundle, res+bus	123	121	122	123	117	117						
Customer Trouble	Report													
	COV (C man 400 wanting lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
g		· ·												
tan	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports											 	
ν̈́.	units w/ 1,001 - 2,999 lines)	% of trouble reports											 	
₽		·											 	
2	10% (10 per 100 working lines	Total # of working lines	146	144	141	144	145	138						
for units w/ ≤ 1,000 lines)		Total # of trouble reports	3	1	14	12	0	0					ļ	
		% of trouble reports	2.05%	0.69%	9.93%	8.33%	0.00%	0.00%						
		Total # of outage report tickets	3	1	14	10	0	0					 	
A al : a 4 a al		Total # of repair tickets restored in ≤ 24hrs	5	00/	70(3	#DIV/OI	#DIV/OI					 	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	0%	7%	30%	#DIV/0!	#DIV/0!					 	
Out of Service Re		Sum of the duration of all outages (hh:mm)	25.93 8.64	66.13 66.13	600.88 42.92	413.13 41.31	#DIV/0!	#DIV/0!					 	
Min. standard = 90 ^o	% WITHIN 24 HIS	Avg. outage duration (hh:mm) Indicate if catastrophonc event is in a month	0.04	66.13	42.92	41.31	#DIV/0!	#DIV/0!						
Unadjusted		Total # of outage report tickets	3	1	14	10	0	0						
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	2	0	1	3	0	0						
•	•	% of repair tickets restored ≤ 24 Hours	67%	0%	7%	30%	#DIV/0!	#DIV/0!						
		Sum of the duration of all outages (hh:mm)	82.5	90.13	648.78	580.81	0	0						
		Avg. outage duration (hh:mm)	27.50	90.13	46.34	58.08	#DIV/0!	#DIV/0!						
Refunds		Number of customers who received refunds	1	0	0	2	0	0						
		Monthly amount of refunds	\$ 29.55	\$ -	\$ -	\$ 57.55	\$ -	\$ -						
Answer Time (Trou	ble Reports, Billing & Non-Billing)												<u> </u>	
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
- `		%< 60 seconds												
		-												
		•			Primary Utility Conta	act Information								

Email:

Date Adopted: 7/28/09

Company Name:		Hornitos Telephone Compar	ny			U#: 1011 Report Year:				2018				
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Cente			Reporting Unit Na	me:		Exchequer						
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	0	0	0	0	0						
Installation Interva		Total # of service orders	0	0	0	0	0	0						
Min. standard = 5 b	us. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
		Total # of installation commitments	0	0	0	0	0	0						
Installation Commi	itment	Total # of installation commitment met	0	0	0	0	0	0						
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0		0						
iviiri. Otaridara – 007	o communications most	% of commitment met	100%	100%	100%	100%	100%	100%				<u> </u>	 	
		% of communent met	100%	100%	100%	100%	100%	100%					 	
Customers		Acct # for voice or bundle, res+bus	26	26	26	26	26	27						
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
ıda		Total # of working lines												
<u>ā</u>	8% (8 per 100 working lines for	Total # of trouble reports											 	
<i>σ</i> .	units w/ 1,001 - 2,999 lines)	% of trouble reports										 '		
j i		·												
2	10% (10 per 100 working lines	Total # of working lines	42	43	43	43	43	42				 '		
for units w/ ≤ 1,000 lines)		Total # of trouble reports	2	0	1	1	0	0				 '		
		% of trouble reports	4.76%	0.00%	2.33%	2.33%	0.00%	0.00%				 '		
		Total # of outage report tickets	0	0	1	1	0	0				 '		
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0				 '		
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!				 '		
Out of Service Rep		Sum of the duration of all outages (hh:mm)	0	0	0.18	6.95		0				 '		
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.18	6.95	#DIV/0!	#DIV/0!				 '		
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	1	1	0	0						
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!						
		Sum of the duration of all outages (hh:mm)	0	0	0.2	6.95		0						
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.20	6.95	#DIV/0!	#DIV/0!						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	-						
Answer Time (Troul	ble Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
J (122 100 100 100 100 100 100 100 100 100	,	%< 60 seconds												
		<u> </u>						<u> </u>				<u>- </u>		
					Primary Utility Con	tact Information								

Date Adopted: 7/28/09

Company Name	: :	Hornitos Telephone Compa	ny		U#: 1011				Report Year: 2018				
Reporting Unit 1	Туре:	☐ Total Company ☐ Exchange ☐ Wire Center	er				Reporting Unit Nam	e:	Hornitos				<u>.</u>
				Date filed			Date filed		Date file	d	_	Date filed	
	Measurement (Compile r	monthly, file quarterly)		1.0			0.10.1					41.0	
		,, quareers,,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	3rd Quar July Aug	ter Sept	Oct	4th Quarter Nov	Dec
		Total # of business days	5	4	1 IVI CII	3	0	20	July Aug	Оерг	- 001	1404	Dec
Installation Interva		Total # of service orders	2	1	1	2	0	1					
Min. standard = 5 b	ous. days	Avg. # of business days	2.50	4.00	1.00	1.50	#DIV/0!	20.00				 	
		Total # of installation commitments	2	1	1	2	0	1				1	
Installation Comm	nitment	Total # of installation commitment met	2	1	1	2	0	1					
	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0					
		% of commitment met	100%	100%	100%	100%	100%	100%				+	
Customers		Acct # for voice or bundle, res+bus	110					105					
Customer Trouble	e Report		110	100	100	104	104	103				+	
		Total # of working lines											
	6% (6 per 100 working lines for	Total # of trouble reports										+	
0	units w/ ≥ 3,000 lines)	% of trouble reports										1	
dar							+					+	
ano	8% (8 per 100 working lines for	Total # of working lines									4	 '	
\mathfrak{F}	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											
Min.		% of trouble reports										 	
	10% (10 per 100 working lines	Total # of working lines	139	138			134	135					
for units w/ ≤ 1,000 lines)		Total # of trouble reports	1	5	11			4					
	<u>'</u>	% of trouble reports	0.72%	3.62%	8.09%	7.35%	0.75%	2.96%					
		Total # of outage report tickets	0	4	11	6	1	4					
		Total # of repair tickets restored in ≤ 24hrs	0	2	1	3	0	2					
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%				50%					
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	0	129.15				37.03					
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	32.29	53.79	21.63	140.50	9.26					
		Indicate if catastrophonc event is in a month											
Unadjusted		Total # of outage report tickets	0	4	11	6	1	4					
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0					
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%				0%					
		Sum of the duration of all outages (hh:mm)	0	190.75				201.51					
-		Avg. outage duration (hh:mm)	#DIV/0!	47.69		53.12	164.50	50.38					
Refunds		Number of customers who received refunds	0	1	0	1	0	0					
		Monthly amount of refunds	\$ -	\$ 26.55	\$ -	\$ 25.55	\$ - !	\$ -					
	uble Reports, Billing & Non-Billing)		1										ļ
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	<u> </u>										ļ
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent											
		% <u><</u> 60 seconds											
			<u> </u>				<u> </u>					<u> </u>	
					Primary Utility Co	ntact Information							

Name:	Phone:	Email:
Name.	i none.	Liliali.

Date Adopted: 7/28/09

Company Name:		Hornitos Telephone Compa	ny			U#:			Report Year:			2018		
Reporting Unit T	уре:	☐ Total Company ☐ Exchange ☐ Wire Center	er				Reporting Unit Nam	e:		Mt. Bullion				-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile r	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1	5	1	11		1		7 10.9	0001		<u> </u>	1
Installation Interva		Total # of service orders	1	2	1	2	2	1						
Min. standard = 5 bu	us. days	Avg. # of business days	1.00	2.50	1.00	5.50	13.50	1.00						1
		Total # of installation commitments	1	2	1	2	2	1						
Installation Comm	itment	Total # of installation commitment met	1	2	1	2	2	1						
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0					†	<u> </u>
		% of commitment met	100%	100%	100%	100%	100%	100%						<u>† </u>
Customers		Acct # for voice or bundle, res+bus	105	105	104	103	101	102						
Customer Trouble	Report		103	103	104	103	101	102					+	+
Oustonier Trouble		Total # of working lines												\vdash
	6% (6 per 100 working lines for	Total # of trouble reports								+			 	\vdash
75	units w/ ≥ 3,000 lines)	'												
ndard		% of trouble reports												├──
ano	8% (8 per 100 working lines for	Total # of working lines												<u> </u>
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>:</u>	,	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	112	112	112	110	107	108					,	
for units w/ ≤ 1,000 lines)		Total # of trouble reports	3	2	21	10	3	5						
% Tor drints w/ 2 1,000 in 103/		% of trouble reports	2.68%	1.79%	18.75%	9.09%	2.80%	4.63%						
Tota		Total # of outage report tickets	3	2	21	8	1	3						<u> </u>
		Total # of repair tickets restored in ≤ 24hrs	2	2	6	4	1	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	67%	100%	29%	50%	100%	33%						
Out of Service Rep	oort	Sum of the duration of all outages (hh:mm)	66.45	11.53	753.77	379.03	2.27	190.12						
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	22.15	5.77	35.89	47.38	2.27	63.37						<u> </u>
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets												
Unadjusted			3	2	21	8	1	3						ـــــــ
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	0	0						
		% of repair tickets restored ≤ 24 Hours	33%	100%	5%	13%		0%						—
		Sum of the duration of all outages (hh:mm)	214.48	23.8	1259			356.77						├
D - C I -		Avg. outage duration (hh:mm)	71.49	11.90	59.95	69.45	97.52	118.92						├
Refunds		Number of customers who received refunds	8 -	0	0	\$ 25.55	\$ - \$	72.00						├──
A /T	L. D D'II' 0 M D'II')	Monthly amount of refunds	\$ - 3	-	\$ -	\$ 25.55	\$ - \$	72.00					 	
	ole Reports, Billing & Non-Billing)	Total Walfacilla Co. TD. Dillian O. Nica Dillian	+ +							-				—
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	 											
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	 										 '	—
		%<_60 seconds												—
														<u> </u>

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09